

NS 03478A-05-0801

ORIGINAL



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ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4700

Investigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 50905Date: 4/6/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: Robert L

Everett

Account Name: Robert L & F Louise EverettHome: [REDACTED]Street: [REDACTED]Work:City: YumaCBR:State: AZ Zip: 85367Is:Utility Company: Far West Water & Sewer, Inc.Division: WaterContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

Docket No. WS 03478A-05-0801

ROBERT L. EVERETT
F. LOUISE EVERETT
[REDACTED]

Yuma, AZ 85367

APR 05 2006

Gentlemen:

Re: Application of Far West Water & Sewer for an Increase in its Sewer Rate Docket No. SW-03478A-05-0801
We are customers of Far West Water and Sewer. We own property at the above address. Every year since 1998 we come to Yuma after Christmas and leave early in April. We understand there will be a public comment hearing on April 7. It seems to us that whenever there are hearings in our area they are always after the "snowbirds" have left. We have to leave this year on the 5th of April.

We have planted trees at 1369E 5311t1 Lane and feel that we need to keep them watered. It used to be that we could have our sewer charge of \$20.00/month shut off while we not using it, but we were charged the monthly water rate plus for the water we used. A few years ago that was changed, so we have to pay the full \$20.00/month for 12 months if we needed to use any water for irrigation.

Our monthly water and sewer costs now exceed \$600/year, even though we spend about three months per year at this address.

Besides paying what we think is already too much, we have to put up with the sewer stench, especially in the evenings or during the night, when we cannot open our windows.

Please take into consideration the fact that many of us use the sewer for less than half a year. Many of us cannot afford the added increase in Far West's application.

AZ CORP COMMISSION
DOCUMENT CONTROL

2006 APR - 6 P 3:24

RECEIVED

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Yours truly,
Robert L. Everett
F. Louise Everett
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion, explained docketing process will make their opinion part of the rate case and advise Commissioners of their concerns.

End of Comments

Date Completed: 4/6/2006

Opinion No. 2006 - 50905

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORMInvestigator: Richard MartinezPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 50906Date: 4/6/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: David & Ila

Yeisley

Account Name: David & Ila YeisleyHome: [REDACTED]Street: [REDACTED]Work: [REDACTED]City: YumaCBR:State: AZ Zip: 85367is:Utility Company: Far West Water & Sewer, Inc.Division:Contact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

Received the following correspondence:

We purchased a lot in the Foothills area, Yuma, AZ, in 1997 and decided to buy in the area with the sewer system because we only had to pay for the months we used the sewer. Now we have to pay for it year round. We were told that Far West Water & Sewer Company didn't have a choice because it was the law. With all of these extra fees and all the new customers being added every day, I would think they have to be making a good profit. Now they want another 35% increase on top of that. I know they have some legal problems because of their own negligence, but I don't think we, the customers, should have to be responsible for them. Those expenses should be handled entirely by Far West Water & Sewer and taken from their profits.

A hearing should be held in the winter months when most of the customers are in the area, not in summer when 80% of the people are gone. I don't feel that this is being fair to the customers.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

I called customer stating that his Opinion will be entered into our database for the record and that it will be Docketed so that the Commissioners will have an opportunity to read his comments before making their decision regarding the proposed rate increase. Customer was thankful for the call. (Docket No. SW-03478A-05-0801) CLOSED.

End of Comments

Date Completed: 4/6/2006Opinion No. 2006 - 50906

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50922

Date: 4/6/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Lana

Hodges

Account Name:

Lana Hodges

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

Garden City

CBR:

State:

UT Zip: 84028

is:

Utility Company. Far West Water & Sewer, Inc.

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to say that she is against the company's proposed rate hike of 30%. She is not opposed to some kind of rate hike, but feels what their asking is a little too high.

Customer also called to see if the Public Comment Meeting in Yuma is still scheduled for tomorrow night.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

I thanked Ms. Hodges for calling and advised her that I would write up her comments for the official record. A copy will also be placed in the docket. WS-03478A-05-0801.

I also told Ms. Hodges that the meeting is still scheduled for tommorrow night in Yuma. CLOSED.

End of Comments

Date Completed: 4/6/2006

Opinion No. 2006 - 50922

